

TEXAS

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2003

Total Number of Fraud and Identity Theft Complaints from Texas Consumers = 37,340



Fraud Complaints from Texas Consumers = 16,706

Top Fraud Complaint Categories for Texas Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	4,282	26%
2	Shop-at-Home/Catalog Sales	2,590	16%
3	Internet Services and Computer Complaints	1,859	11%
4	Advance-Fee Loans and Credit Protection/Repair	1,281	8%
5	Foreign Money Offers	1,093	7%

¹Percentages are based on the total number of fraud complaints from Texas consumers (16,706).

Amount Paid Reported by Texas Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
16,706	\$15,010,470	12,923	77%	\$1,162

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Texas consumers (12,923). One consumer reported an amount paid of over \$1.2 million.

Top Texas Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Houston	1,751
Austin	1,083
Dallas	1,079
San Antonio	1,014
Fort Worth	554



Identity Theft Complaints from Texas Victims = 20,634

Identity Theft Types Reported by Texas Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	5,747	28%
2	Bank Fraud ²	4,421	21%
3	Employment-Related Fraud	4,211	20%
4	Phone or Utilities Fraud	3,329	16%
5	Government Documents or Benefits Fraud	1,824	9%
6	Loan Fraud	1,133	5%
	Other	3,485	17%
	Attempted Identity Theft	1,255	6%

¹Percentages are based on the 20,634 victims reporting from Texas. Percentages add to more than 100 because approximately 19% of victims from Texas reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Texas Identity Theft Victim Locations

Victim City	No. of Victims
Houston	3,510
Dallas	1,622
San Antonio	1,301
Fort Worth	792
El Paso	681